

Arlington Fire Department



FY 2016 Annual Report

Don Crowson

Fire Chief/Director of Emergency Management

Making a Difference



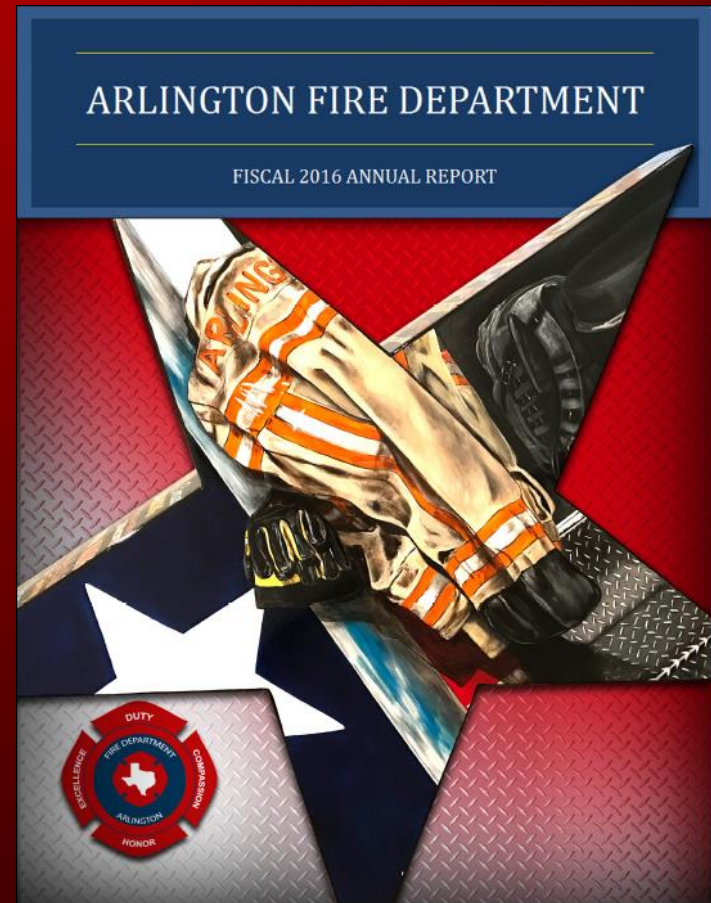
Mission:

Meet and exceed our community's needs and expectations by providing high quality emergency response, life safety, and community support services

Values:

Prepared for **Duty**
Serving with **Honor**
Responding with **Compassion**
Committed to Professional **Excellence**

FY 2016 Annual Fire Department Report



Geographic Distribution

City of Arlington Elected Officials

The Mayor and Districts 6, 7 and 8 are elected at-large and represent the entire city.



W. Jeff Williams
Mayor



Robert Shepard
District 6



Victoria Farrar-Myers
District 7



Michael Gaspie
District 8



Kathryn Wilemon
District 4



Charlie Parker
District 1



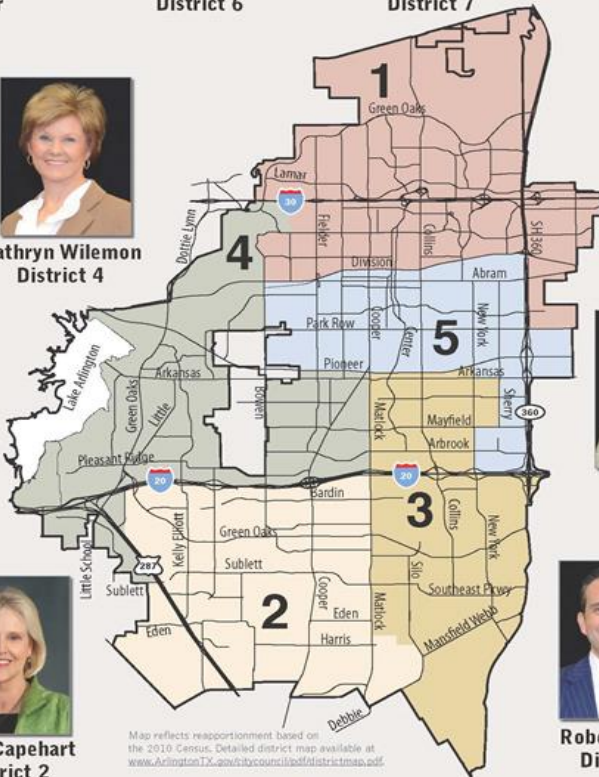
Lana Wolff
District 5



Sheri Capehart
District 2



Robert Rivera
District 3



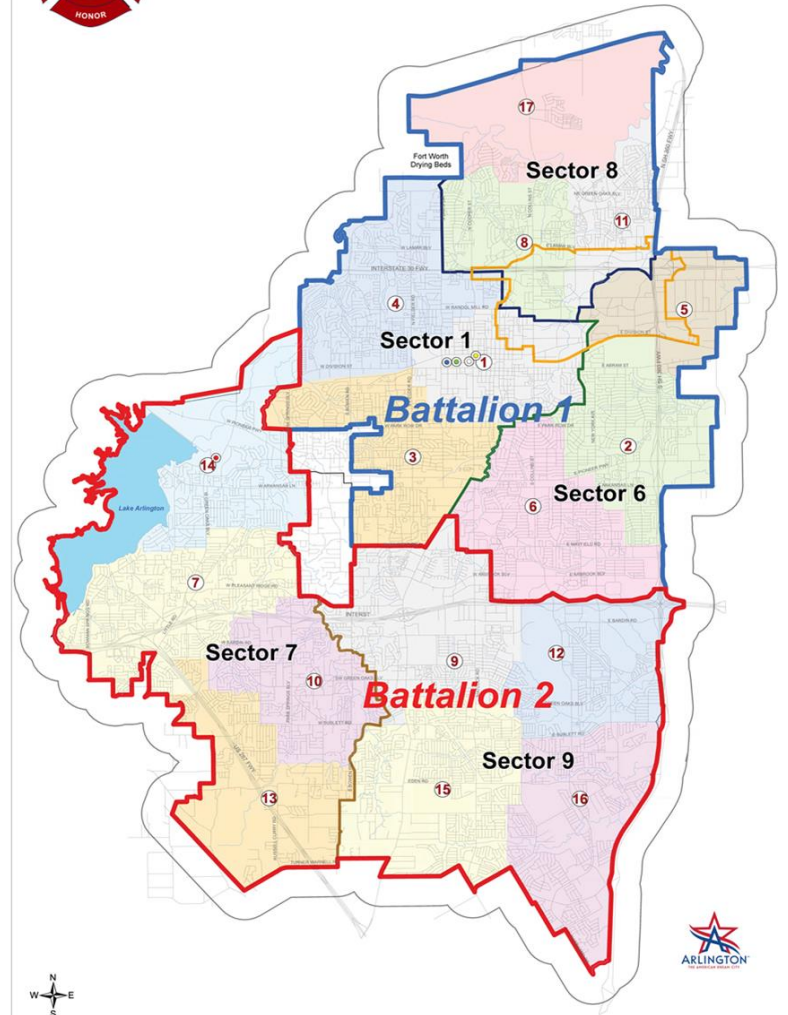
Map reflects reapportionment based on the 2010 Census. Detailed district map available at www.ArlingtonTX.gov/citycouncil/office/districtmap.pdf

Office of the Mayor and Council
101 W. Abram Street, Arlington, TX 76010 • 817-459-6122

To contact Council Members via email use the following format: Firstname.Lastname@arlingtontx.gov



Arlington Fire Department Districts



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Date: 1/15/2014

AFD Services

- Fire Suppression/Rescue
- 911/Public Safety Dispatching
- Advanced Life Support
Emergency Medical Services
- Vehicle Extrication
- Dive/Swift Water Rescue
- Hazardous Materials Response
- High Angle Rescue
- Confined Space Rescue
- Trench Rescue
- Explosive Ordnance Disposal (EOD)
- TIFMAS – Wildland Fires
- Natural Gas Well Response
- Life Safety Inspections
- Investigations
- Plans Review
- Public Education
- EMS System Oversight and Administration
- Special Events Services
- Large-Scale Emergency Management
- Homeland Security Grant Management
- Community Services
- Problem Solving

2016 Highlights

- AISD Fire Academy
- New Fire Station 5
- Community Paramedic
- New Fire Engine
- Gas Well Preparedness
- Active Shooter Training
- Big X Regional Training
- Heart Safe Community Designation
- Random Acts



2016 Highlights

- AFD-EOD assists Dallas
 - Presidential visit
- AFD assists the AISD
 - McNutt and Peach Elementary Schools



Special Events

328 Deployments
22,129 Staff Hours
2,337 Positions Assigned

FY 2016 Events:

- 2016 Texas Rangers Regular Season
- 2016 Dallas Cowboys Regular Season
- AISD Junior High Football Season
- WrestleMania 32—A World Record Setting Event
- 2015 Cotton Bowl College Playoff Semi-Final
- Concerts: Taylor Swift, Beyoncé, Guns N Roses, Coldplay, Kenny Chesney
- Monster Jam, Supercross
- Harvest America
- Professional Bull Riders, The American Rodeo
- HBO Boxing: Canelo vs Smith
- Tough Mudder



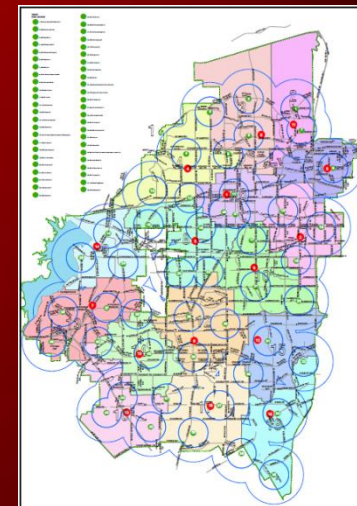
Honoring Our Own

National Fallen
Firefighter Memorial
Arlington Firefighter
Don Hogg



Preparedness AFD-OEM

- Outdoor Warning Sirens
- CERT
- ACDN
- OEM - City Training
- Public Health Partnership
- *StormReady* - Recertified
- Regional Disaster Response



Social Media Presence



- Facebook “likes” - Arlington Fire Dept.
 - #1 among North Texas Fire Departments
 - #26 among the Country’s top 50 cities



Positioning for the Future

- Hiring

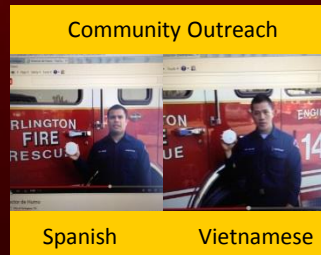
- Finding the best
- Competitive/Comprehensive process



- Connecting with our community:

- Firefighters hired since 2011 – Diversity: 39%
- Public Safety Messaging

- English
- Spanish
- Vietnamese



Positioning for the Future

- Promoting new leaders
 - **Technical/Tactical Response:**
Apparatus Operators, Lieutenants and Captains

Knowledge & Ability = Competence

- Written Tests
- Assessment Centers
- Education Points
- Background Check

- **Strategic Management:**

Deputy Chiefs and Assistant Chiefs

Safety Focused - Community Oriented Ensuring Integrity - Fiscally Responsible

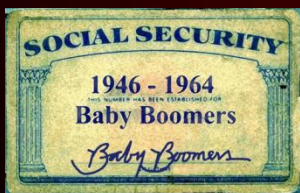
- Managerial Exercises
- Stakeholder Panels, Command Staff, and Chief Interviews
- History of Performance
- Background Check



Changing Leadership

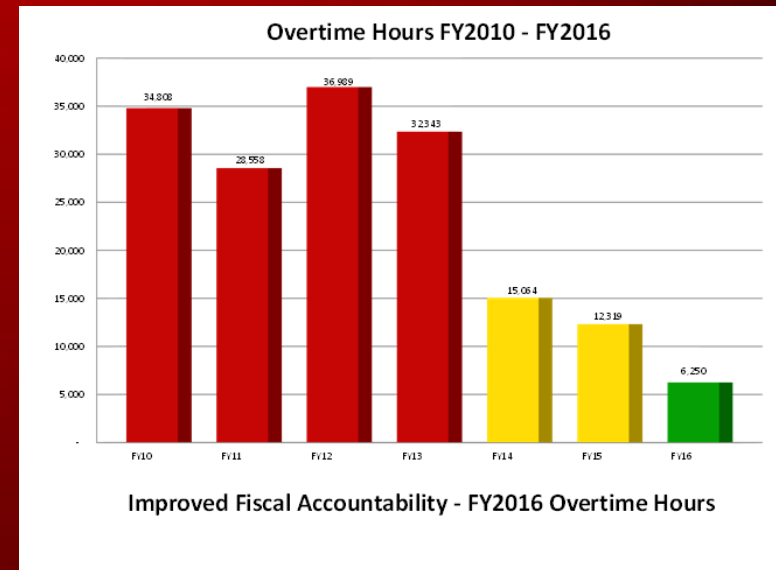
Newly promoted leaders since 2015:

- 27% (20 of 73) of Apparatus Operators have two years or less time in grade
- 22% (12 of 54) of Lieutenants have two years or less time in grade
- 47% (9 of 19) Captains have two years or less time in grade
- 54% (7 of 13) Deputy/Battalion Chiefs have two years or less time in grade



Responsive & Responsible

- Audit Findings:
 - Effective Budget Management
 - Unscheduled overtime under control
 - Managing attrition
 - New programs addressing community needs
 - * Audit Outcome:
New Deputy Fire Chief position



Deputy Chiefs

ARLINGTON FIRE DEPARTMENT



FIRE CHIEF/ DIRECTOR OF EMERGENCY MANAGEMENT

CHAPLAIN

MEDICAL DIRECTOR

Administrative Aide II

ASSISTANT CHIEF
FIRE RESCUE

Administrative Aide II

ASSISTANT CHIEF
FIRE RESCUE SUPPORT

PIO/CBO
Lieutenant

ASSISTANT CHIEF
FIRE ADMINISTRATION

SHIFT
COMMANDER /
DEPUTY CHIEF
ABC

Special
Operations
Captain

Battalion I
Deputy Chief
ABC

Battalion II
Deputy Chief
ABC

INCIDENT
TECH

INCIDENT
TECH

Emergency
Management
Administrator

Training
Captain

Medical
Operations
Deputy Chief

Special Events
Deputy Chief

Fire Prevention
Deputy Chief

Administrative
Services
Manager

Communications
Administrator

Logistics
Deputy Chief

Emergency
Management
Coordinator

Support
Staff

Health &
Safety
Captain

Special Events
Captain

Deputy Fire
Marshals (2)

Operations
Analyst

Administrative
Analyst

Apparatus
Specialist

Emergency
Management
Planner

Training
Lieutenant

EMS
Lieutenant

Special Events
Planners (2)

Fire Investigators/
Bomb
Technicians (2)

Payroll
Coordinator

Communications
Manager (Police)

Fire Resource
Supervisor

Grant
Coordinator

Media
Technician

EMS
Administrative
Coordinator

Support Staff (3)

Fire Prevention
Specialist (3)

Support Staff (2)

Communications
Supervisors (6)

Specialist

Recruitment
Lieutenant

AUSD
Lieutenant

EMS
Clinical
Coordinator

Fire Prevention
Inspectors (4)

Lead Fire
Prevention
Inspectors (4)

Telecommunicators
(35)

Communications
Manager (Calltake)

Assistants (2)

ACHP

Support Staff (2)

Communications
Supervisors (3)

Fire Prevention
Inspectors (3)

Fire Prevention
Inspectors (3)

CAD
Administrator

Telecommunicators
(40)

Training
Assistants
EMD/QI (1)

Station #1
ABC

Station #2
ABC

Station #3
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Station #4
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Station #5
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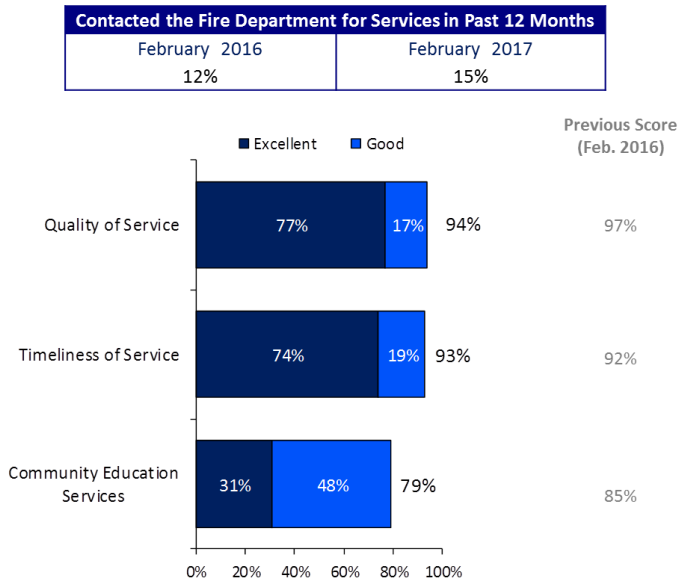
Station #54
ABC

Station #55
ABC

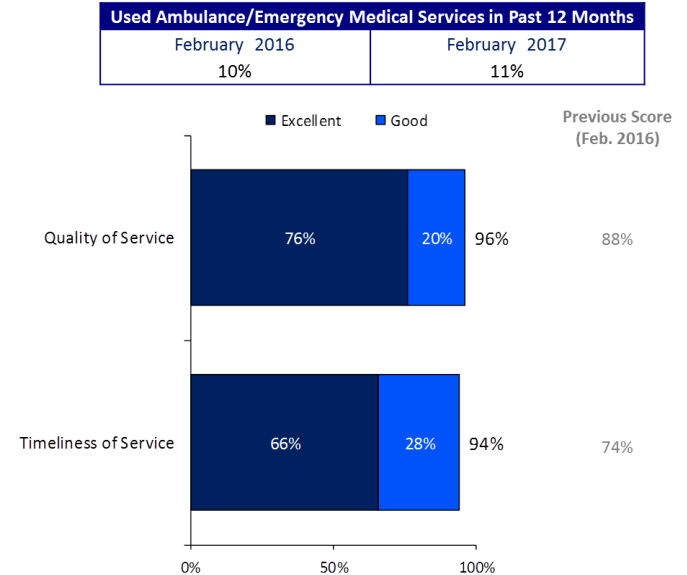
Station #56
ABC

Customer Satisfaction Survey

Fire Department Services

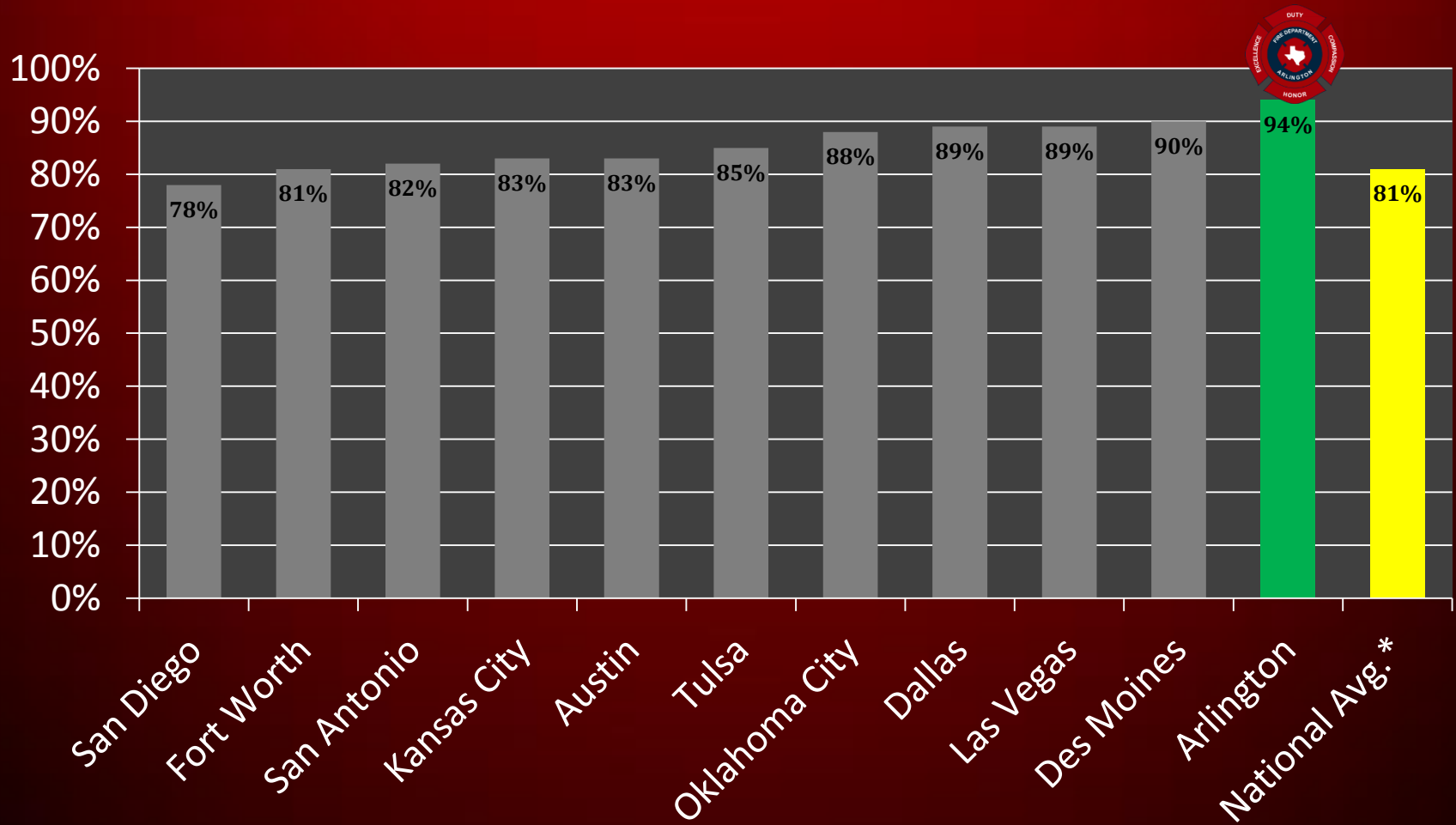


Ambulance/Emergency Medical Services



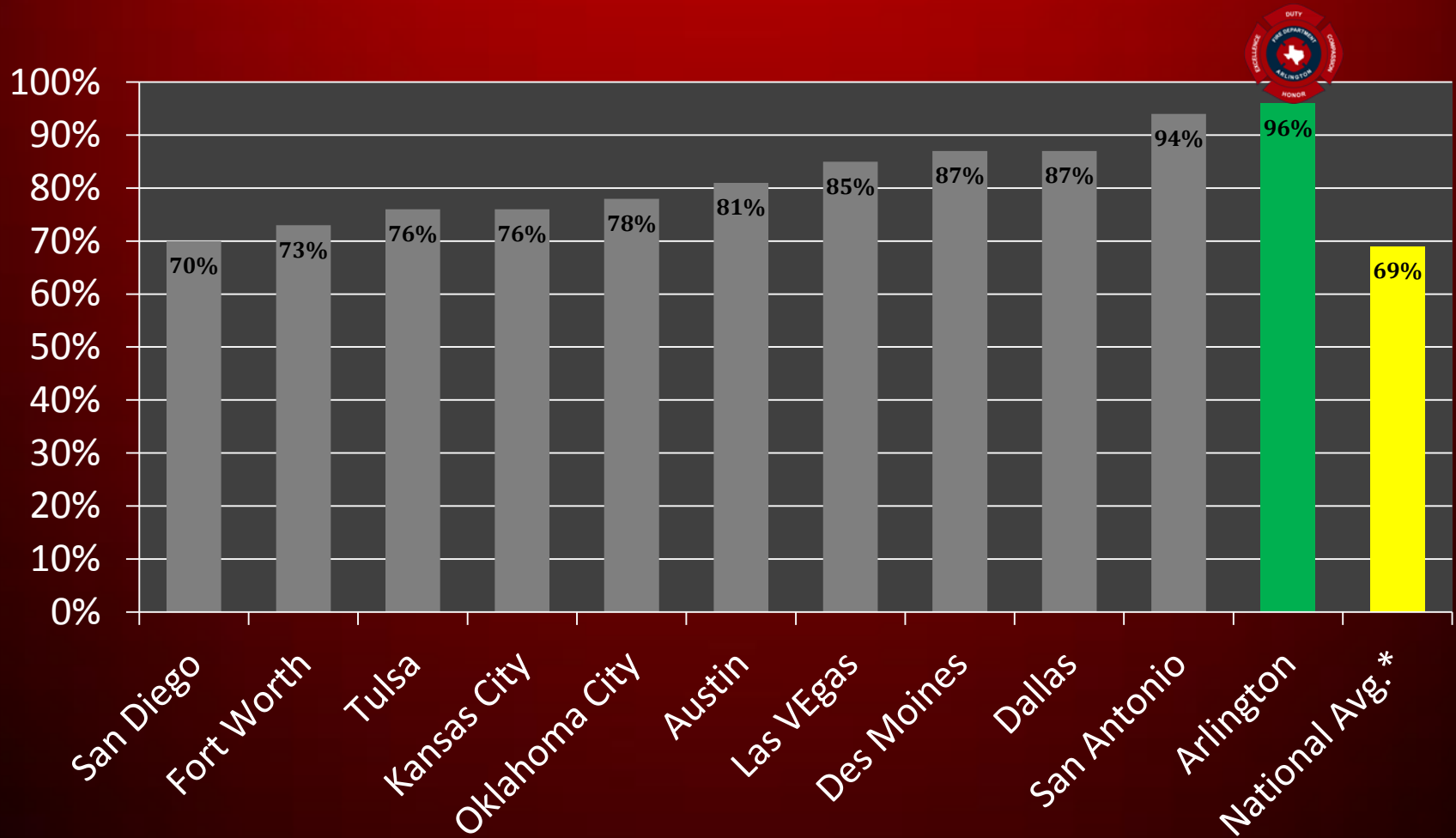
- **Leveraging Technology:** New CAD
- Community Paramedicine
- EMS Squads

How Do We Compare with Others?



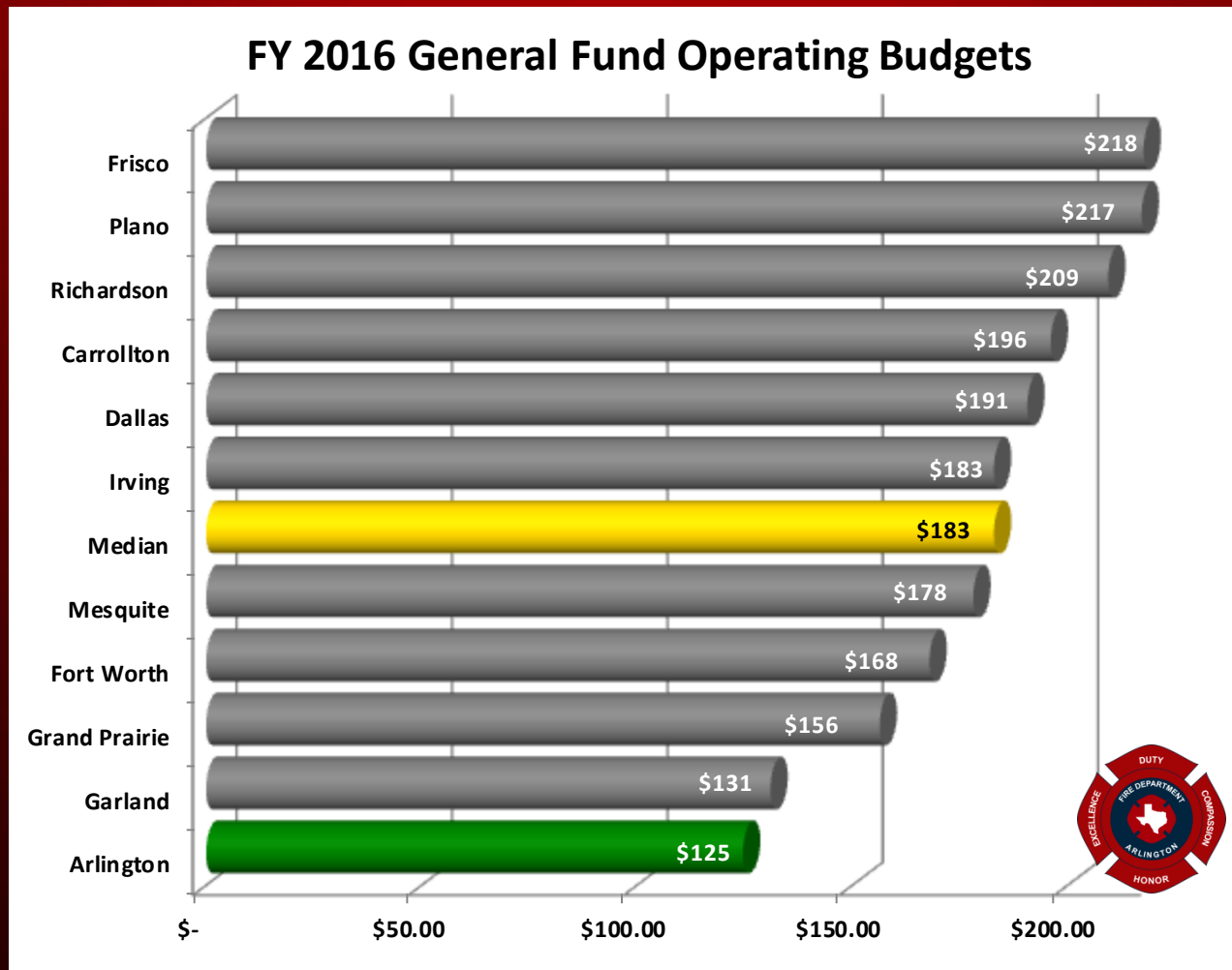
Overall Satisfaction with Fire Services – 2016

How Do We Compare with Others?



Overall Satisfaction with EMS Services – 2016

North Texas Fire Departments Per Capita Cost



Measures

Units at/over 3000 calls: ●
Units approaching 3000 calls: ■

Battalion I		
Station	Unit	# Responses
1	Battalion I	784
	Engine 1 ●	3,312
	Quint/Truck 1	1,855
	Rescue 1	78
2	Engine 2 ■	2,741
	Squad 2 ■	2,805
3	Engine 3 ●	2,941
4	Engine 4	1,667
	Squad 4	2,125
5	Brush Truck 5	18
	Engine 5	2,072
6	Engine 6 ●	3,704
	HAZMAT 6	40
	Quint 6	2,385
8	Engine 8 ■	2,827
	Quint 8	1,650
	Rescue 8	26
	TRT 8	27
11	Engine 11	2,365
17	Brush Truck 17	6
	Engine 17	674
	Rescue 17	53
Total		34,155

Battalion II		
Station	Unit	# Responses
7	Boat 7	18
	Engine 7	2,456
	Quint 7	1,385
	Rescue 7	53
	Zodiac Boats	16
9	Battalion II	546
	Engine 9 ●	3,074
	Quint/Truck 9	1,960
	Rescue 9	40
10	Brush Truck 10	18
	Engine 10	1,865
12	Brush Truck 12	21
	Engine 12	2,009
13	Brush Truck 13	19
	Engine 13	1,301
14	505 *	206
	Brush Truck 14	10
	Engine 14	1,513
15	Engine 15	2,294
16	Brush Truck 16	24
	Engine 16	1,436
Total		20,264

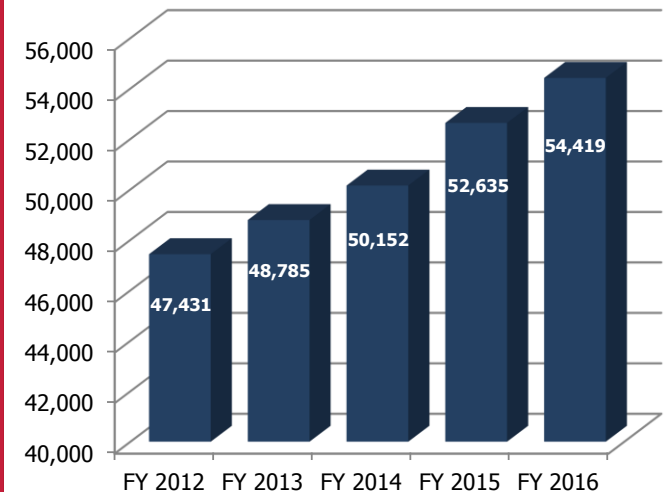
* Shift Commander

FY 2016 Unit Responses

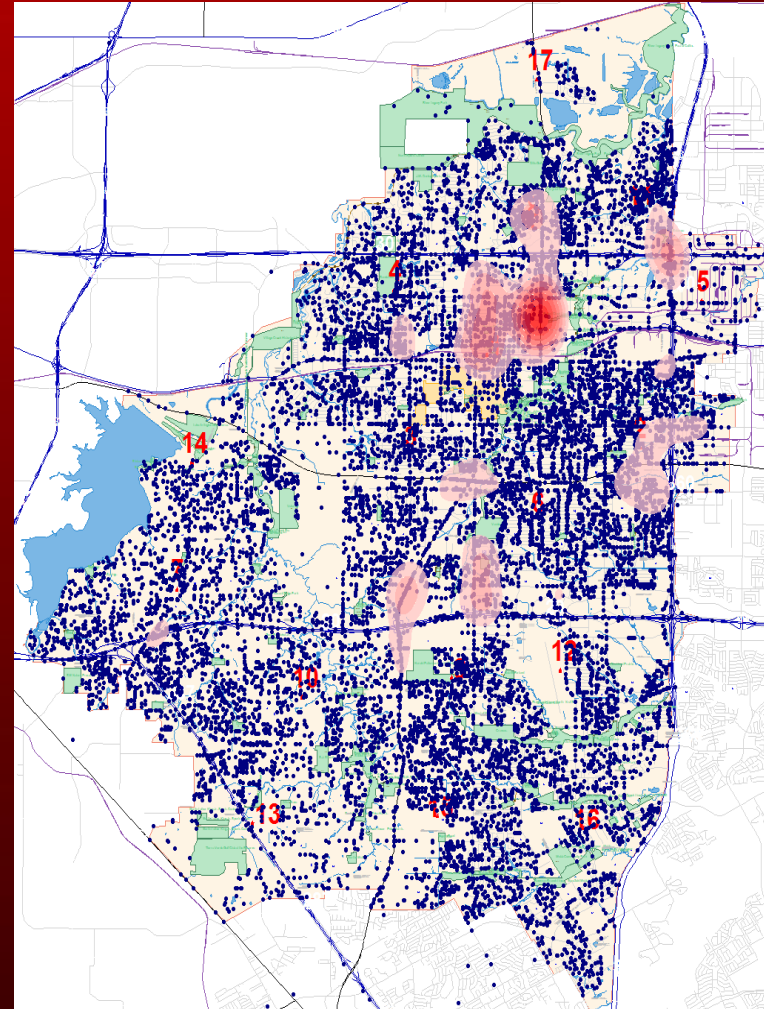
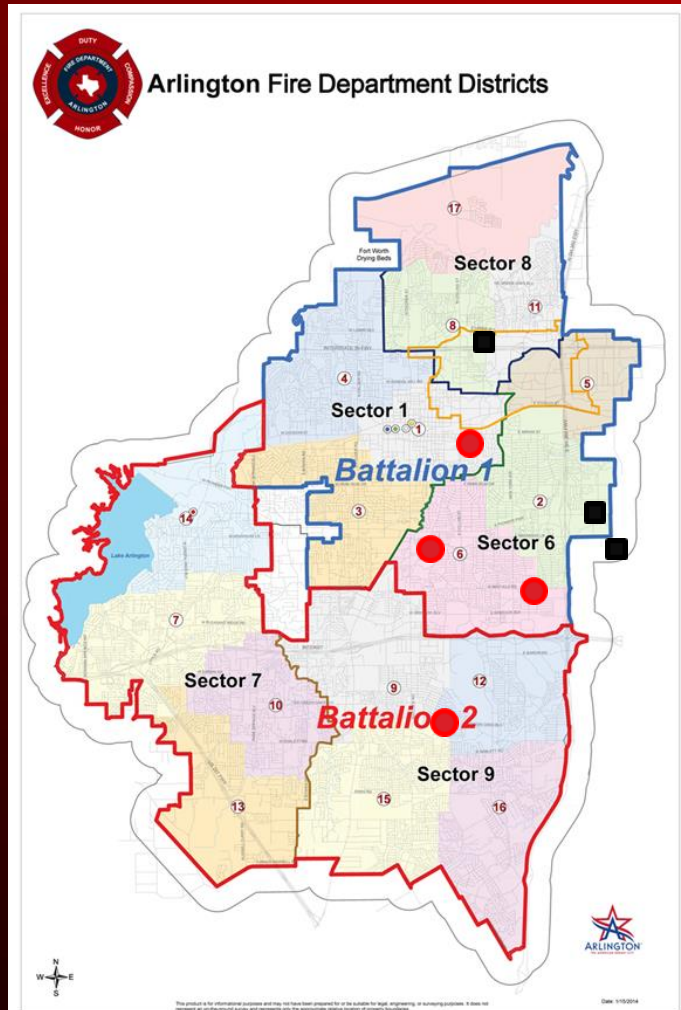
Total AFD Responses

54,419

Fire Department Unit Responses

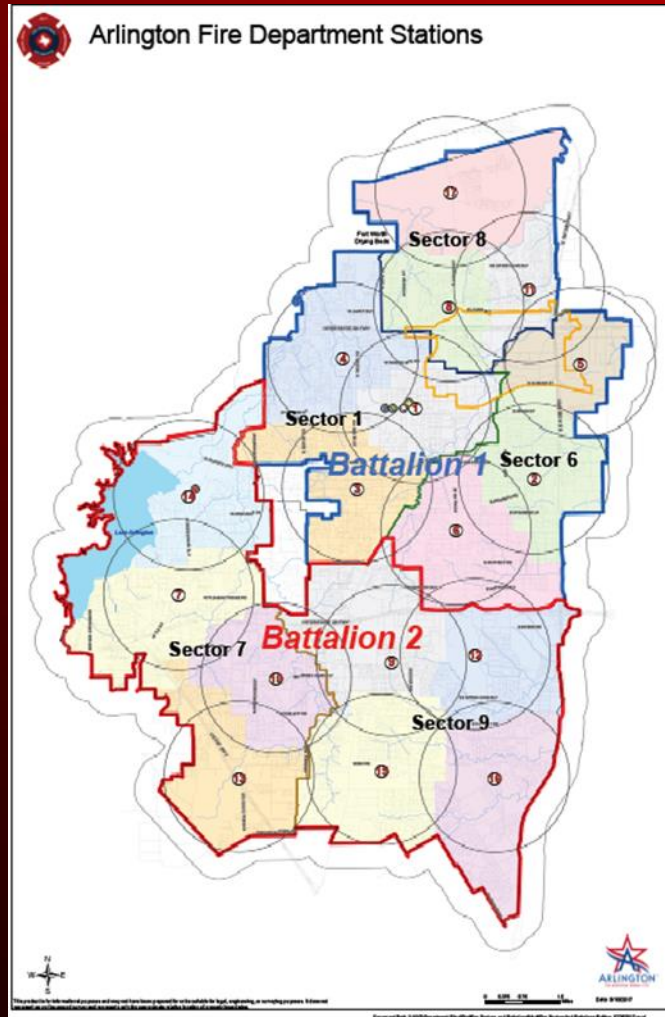


Demand

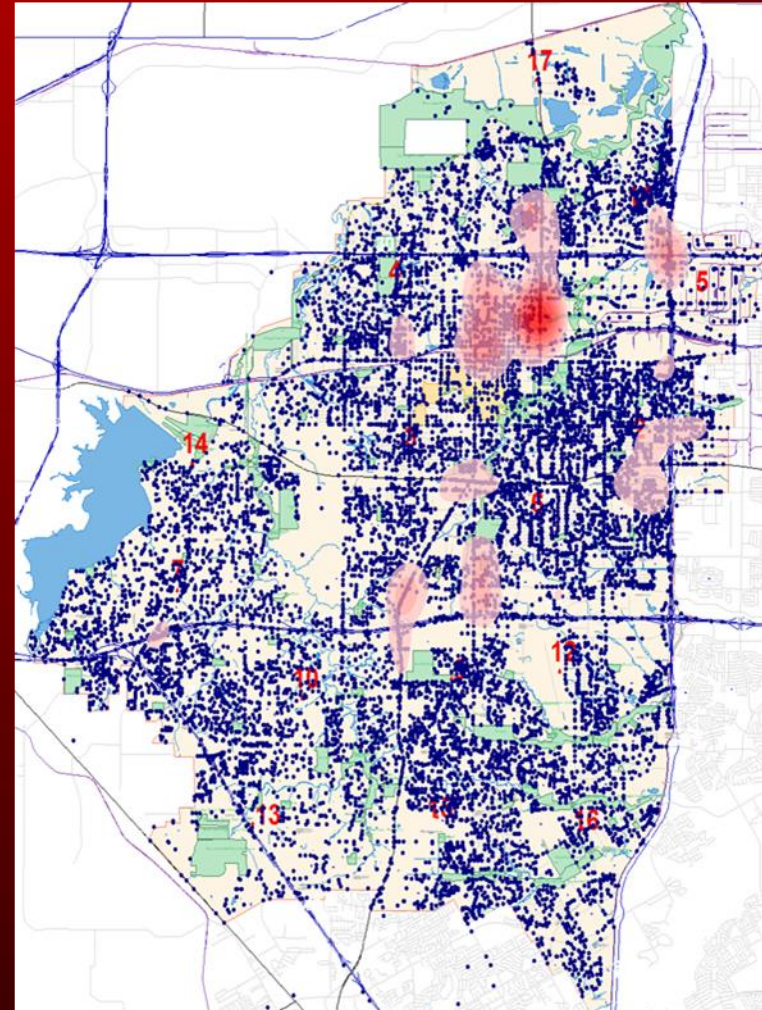


Units at/over 3000 calls: ●
Units approaching 3000 calls: ■

Demand



1 1/2 mile radius: Engine response



*Potential Light Response Vehicle Locations

Growing Demand

TriData
Study
2006

Table 18: Upper and Lower Estimates for Incidents, 2006–2025

Year	High Total	Low Total
2006	28,912	28,394
2010	31,264	29,238
2015	34,905	31,043
2020	38,700	33,028
2025	42,912	35,210

Figure 12: Estimated Upper and Lower Projections for Incidents, 2000–2025

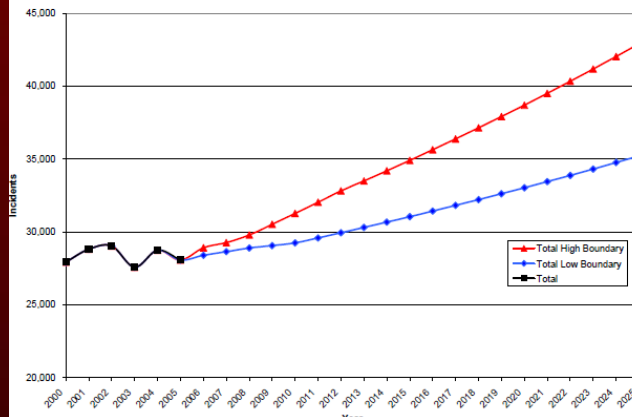


Table 19: Low Estimate of Unit Responses, 2005–2020

Year	2005	2010	2015	2020
E1	3,121	3,251	3,452	3,673
E2	3,596	3,746	3,977	4,231
E3	2,871	2,991	3,175	3,378
E4	2,810	2,927	3,108	3,307
E5	2,261	2,355	2,501	2,661
E6	2,317	2,414	2,563	2,726
E7	1,705	1,776	1,886	2,006
E8	1,521	1,584	1,682	1,790
E9	2,699	2,812	2,985	3,176
E10	1,370	1,427	1,515	1,612
E11	2,012	2,096	2,225	2,368
E12	1,838	1,915	2,033	2,163
E13	932	971	1,031	1,097
E14	1,264	1,317	1,398	1,487

Table 20: High Unit Responses 2005–2020

Year	2005	2010	2015	2020
E1	3,121	3,476	3,881	4,303
E2	3,596	4,005	4,472	4,958
E3	2,871	3,198	3,570	3,958
E4	2,810	3,130	3,495	3,874
E5	2,261	2,518	2,812	3,117
E6	2,317	2,581	2,881	3,195
E7	1,705	1,899	2,120	2,351
E8	1,521	1,694	1,892	2,097
E9	2,699	3,006	3,356	3,721
E10	1,370	1,526	1,704	1,889
E11	2,012	2,241	2,502	2,774
E12	1,838	2,047	2,286	2,534
E13	932	1,038	1,159	1,285
E14	1,264	1,408	1,572	1,743

Year	2005	2010	2015	2020
E15	1,833	1,909	2,027	2,157
E16	881	918	974	1,037
Q1	1,566	1,631	1,732	1,843
Q6	1,794	1,869	1,984	2,111
Q7	970	1,010	1,073	1,141
Q8	1,524	1,588	1,686	1,793
Q9	1,854	1,931	2,050	2,182

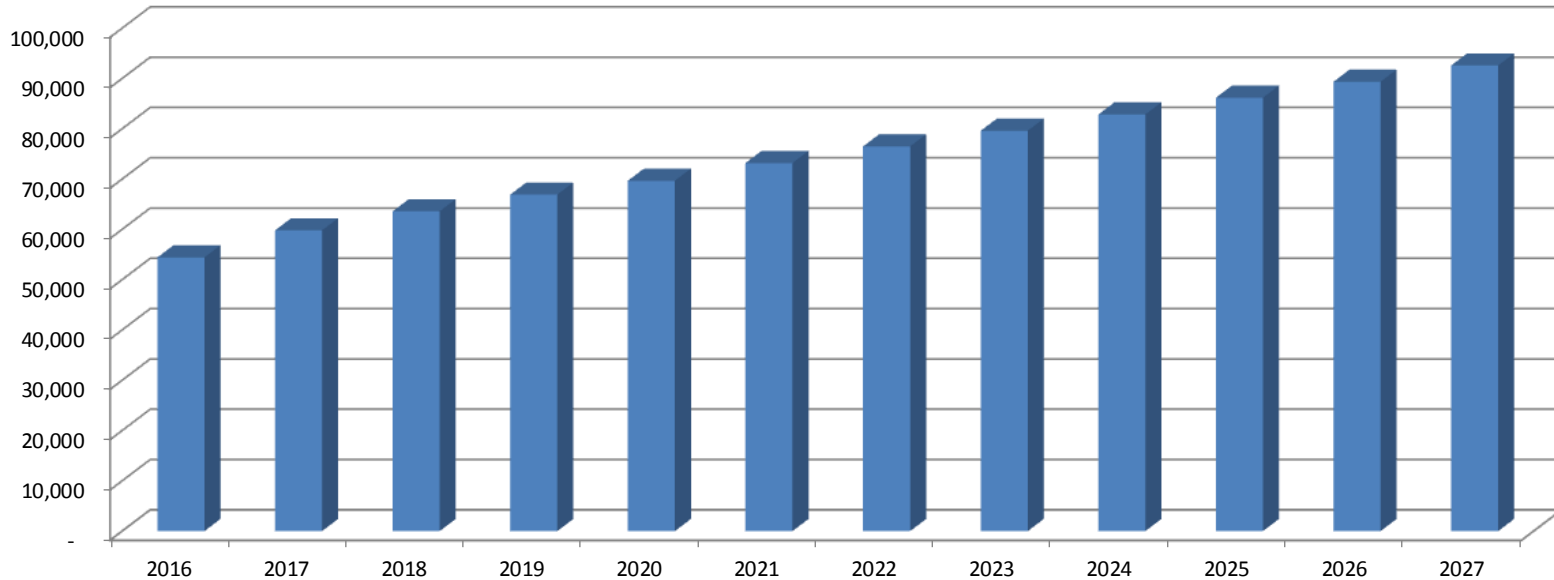
Year	2005	2010	2015	2020
E15	1,833	2,042	2,280	2,527
E16	881	981	1,096	1,215
Q1	1,566	1,744	1,947	2,159
Q6	1,794	1,998	2,231	2,474
Q7	970	1,080	1,206	1,337
Q8	1,524	1,698	1,895	2,101
Q9	1,854	2,065	2,306	2,556

Fire Department Dispatched Calls for Service by Initial Call Type (Incidents)

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Fires	2,382	3,272	3,647	3,653	3,570
Emergency Medical Service	28,315	29,346	30,744	33,200	35,509
Other	5,005	3,894	4,176	5,960	5,775
Totals	35,702	36,512	38,564	42,813	44,405

Actual
Experience

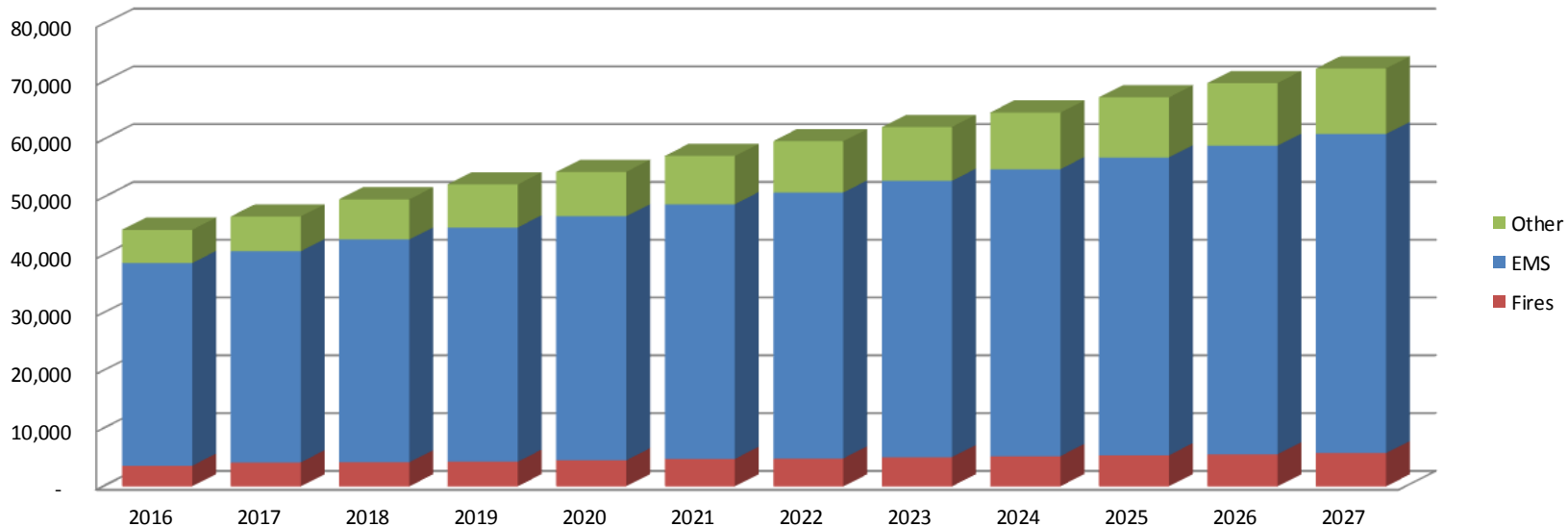
10-Year Projection - AFD Fire Unit Responses



2027
92,571
Unit
Responses

2016
AFD
calls for
service:
80%
EMS

10-Year Projection - AFD Dispatched Calls for Service by Initial Call Type



2027
72,321
Incidents

Measures

FY 2016 Inspection Activities

Code Compliance Inspections	15,788
Code/Life Safety Violations	4,144
Open Records Requests	624

FY 2016 Investigation Activities

Accidental Fires	55
Incendiary/Arson Fires	19
Undetermined	16
EOD	92
Other	4
Total Investigations	186



Property Loss from Fires

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Tax Roll Valuation	\$17,205,712,008	\$17,624,036,440	\$18,035,447,569	\$18,855,059,512	\$19,548,821,241
Estimated Fire Property Dollar Loss	\$5,924,225	\$5,289,447	\$4,202,885	\$16,759,191 *	\$4,415,092
Percent of Property Value Lost	0.034%	0.030%	0.023%	0.089%	0.023%
Fire Loss Per Capita	\$16.14	\$14.35	\$11.19	\$44.62*	\$11.75

*In FY 2015, a single residential fire accounted for an estimated \$13,000,000 in property loss

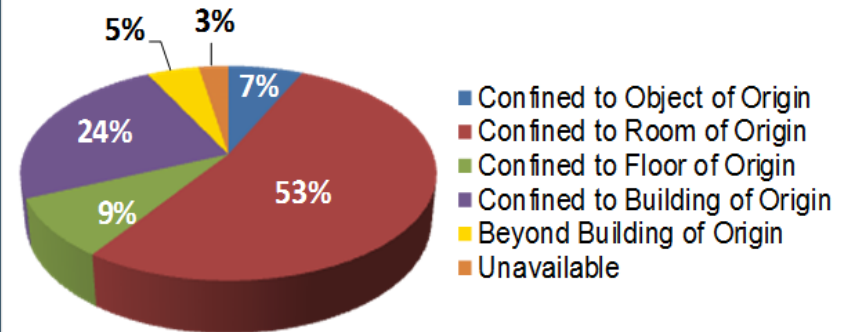
Cardiac Arrest Survival Efforts Since June 2011

Lives Saved	157
Bystander CPR Rate	54.4%

Firefighter and Citizen Casualties

	FY 2013	FY 2014	FY 2015	FY 2016
Firefighter Deaths	-	-	-	-
Firefighter Injuries	38	57	45	54
Civilian Deaths in Fires	2	2	4	1
Civilian Injuries in Fires	22	34	40	22

FY 2016 Building Fires By Spread



First Response: 911

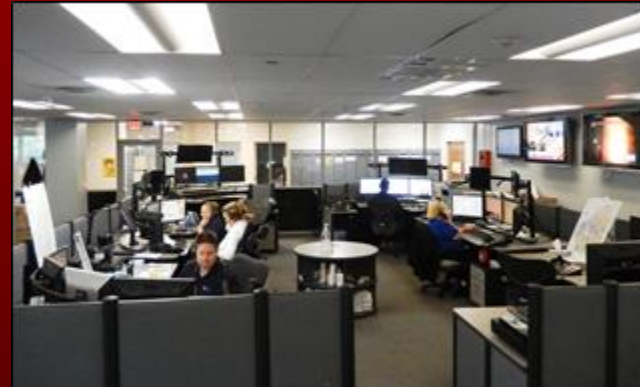


9-1-1 Dispatch Center Calls For Service Received

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Calls received from 9-1-1 Phone Switch	432,806	419,463	427,837	427,050	411,075

FY 2016 Call Center Activity

EMS Calls Dispatched	52,311
Fire Calls Dispatched	44,405
Police Calls Dispatched	344,222
9-1-1 Dispatch Calls Received	441,599
Police Tele-serve Calls Processed	10,933
NCIC/TCIC Transactions	1,338,720



Fire Department Dispatched Calls for Service by Initial Call Type (Incidents)

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Fires	2,382	3,272	3,647	3,653	3,570
Emergency Medical Service	28,315	29,346	30,744	33,200	35,509
Other	5,005	3,894	4,176	5,960	5,775
Totals	35,702	36,512	38,564	42,813	44,405

Turnout Time

Time from notification to
emergency unit departure

Travel Time

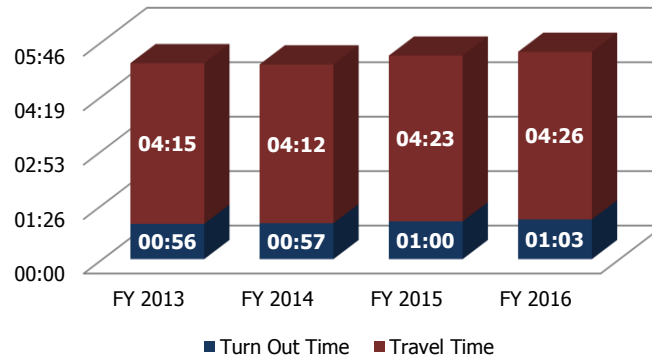
Time from emergency unit departure
to arrival at incident location

Turnout Goal:
1:00 for EMS
1:20 for Fire & Other

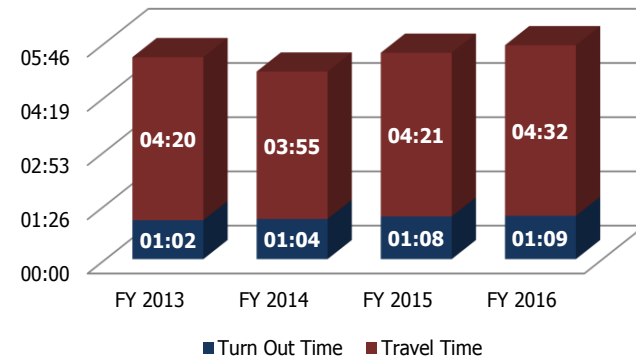
Travel Goal:
4:00 for EMS,
Fire & Other

Total Response Goal:
5:00 for EMS
5:20 for Fire & Other

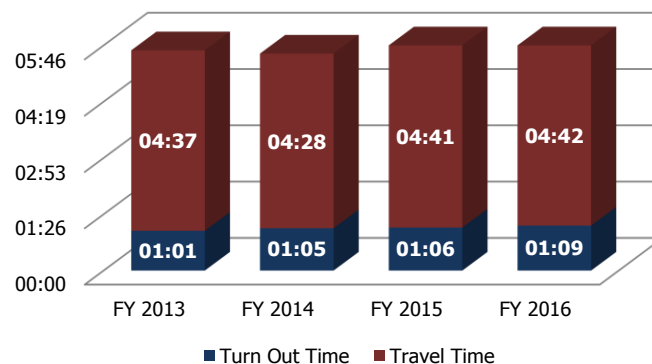
EMS



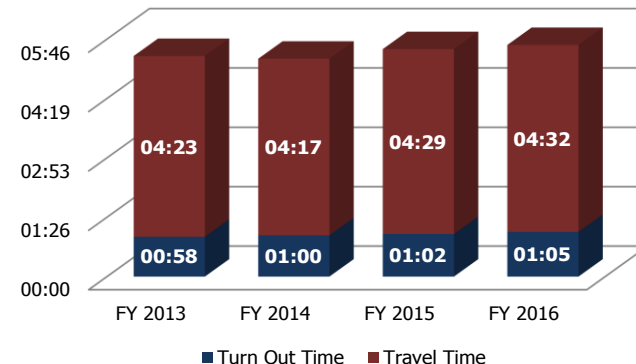
Fires



Other Emergencies



All Emergencies



Risk and Demand: Next 10 Years

- **EMS Demand**

- EMS Contract
- Service Delivery
- System Capacity
Healthcare Impacts
- Social Services

- **Homeland Security**

- Tourism Growth
- Risk Preparedness
- Operational Needs

- **Technology**

- Next Gen 911
- FirstNet
- Drones/Automation

- **Development**

- Redevelopment
- Vertical Growth

- **Transportation**

- Planes, Trains, and
Driverless Automobiles



AFD Business Model



“In the Arlington Fire Department, we embrace both **community** and **business partnerships** and are constantly working to **improve** the services we provide through **innovation** and thorough **process review**.”



Working with Partners



Questions?

